

# Utah Medicaid HMOs

## A Report Card for Consumers



Decide which HMO is best for you and your family.

Everyone has different health needs.

All HMOs are not alike.

This report card shows how Medicaid HMO members rated their HMOs in a survey in 1998.

Find out how your HMO rates in:

Quality of service

How easy it is to get care

How they treat their enrollees

Member satisfaction

If you live in Davis, Salt Lake, Utah or Weber County and have Medicaid, you probably have an **HMO: Health Maintenance Organization**.

This report card compares how the members of Medicaid HMOs say they were served last year. *You have the right to high quality health care from your HMO and your doctor.* Use this guide to choose the HMO plan that best meets your needs.

You make a very important decision when you choose an HMO. This HMO report card shows you some of the things Medicaid learned about the HMOs from Medicaid HMO members.

### ***What is this report card about?***

- ☐ Pages 4-10 tell you what Medicaid HMO members said about their HMO plans.
- ☐ Pages 11-13 have information gathered from health care records of member visits to an HMO doctor.
- ☐ Page 15 is a list of useful numbers to call for more information.

### ***Where does this information come from?***

**Utah's 1998 HMO Member Satisfaction Survey**  
From June to October, 1998, Medicaid HMO members were called and asked questions about their health care, doctor and HMO. This survey was done by DataStat, an independent firm.

**HMO's 1997 HEDIS Performance Measures**  
Cancer screenings, well-child visits and childhood immunizations are a few examples of HEDIS measures. The percentage of HMO patients receiving those preventive services reflect the overall "performance" of an HMO. HMOs use their health care record information to report the data and outside auditors check the data for accuracy and approve or reject the report.

### ***Which HMOs can I choose from in the state of Utah?***

*See page 14 for HMOs available in your county.*

- ☐ AFC (American Family Care)
- ☐ Altius (was PacifiCare)
- ☐ Healthy U (University Health Network)
- ☐ IHC Access (Intermountain Health Care)
- ☐ United MedChoice (United Health Care of Utah)

### ***How do Medicaid HMOs work?***

- ☐ Medicaid provides health insurance for eligible people who do not have health insurance.
- ☐ Medicaid contracts with HMOs to cover most Medicaid benefits (see page 15 for Medicaid benefits not covered by HMOs).
- ☐ Each HMO contracts with certain doctors and hospitals who work together to provide health care to the members of the HMO.

### ***How do I choose or change my HMO?***

- ☐ Ask your HPR (Health Program Representative) how to do this.
- ☐ Fill in the checklist on page 14 of this report card to help you choose or change your HMO.

This report card was written by the Utah Department of Health, Division of Health Care Financing, Bureau of Managed Health Care and the Office of Health Care Statistics. Collection of data was a cooperative effort of the Utah Department of Health and Utah's HMOs.

All information in this report has been checked for accuracy by organizations which are independent of the Utah Department of Health and the HMOs.

For additional copies of this report card call the Office of Health Care Statistics at (801) 538-7048.

You have the right to get medical care regardless of your race, color, nationality, disability, age, sex, or religion. If you feel you have been treated unfairly or discriminated against for any reason, call your HMO and ask to speak with the Civil Rights Coordinator.

# A quick look at how the plans compare

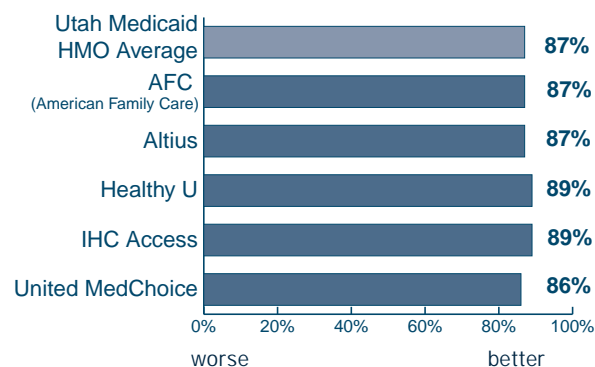
Over 2,000 Medicaid HMO members were called and asked questions by an independent survey company. Here are some of the things they said....

HMO	Members had no problem:					How members rated:			Members said they:	
	Getting the care they needed	Getting care without delay for prior approval	Getting a referral to a specialist	Finding a personal doctor or nurse	Their personal doctor or nurse	The health care they received	Their HMO (Health Maintenance Organization)	Were treated with courtesy and respect by doctor's office staff	Were satisfied with their HMO	Would recommend their HMO to friends and family
<b>AFC</b> American Family Care	E E	E E	E E	E E	E E	E E	E E	E E	E E	E E
<b>Altius</b>	E E	E E	E E	E E	E E	E E	E E	E	E	E
<b>Healthy U</b>	E E	E E E	E E	E E	E E	E E	E E	E E	E E	E E
<b>IHC Access</b>	E E	E E	E E	E E	E E	E E	E E	E E	E E	E E
<b>United MedChoice</b>	E E	E E	E E	E E	E E	E E	E E	E E	E E E	E E
for details see:	pg 6	pg 7	---	---	---	pg 8	pg 9	---	pg 10	---
<b>What the stars mean</b>	Better than other HMOs E E E					About the same as other HMOs E E			Worse than other HMOs E	

## Getting the Care You Need

*Were there problems getting needed health care?*

This graph shows the percent of Medicaid HMO members who said they **did not have a problem** getting needed health care.



### Details of member responses for all Utah Medicaid HMOs:

87% said they **did not have a problem** getting needed health care (see top bar of graph).

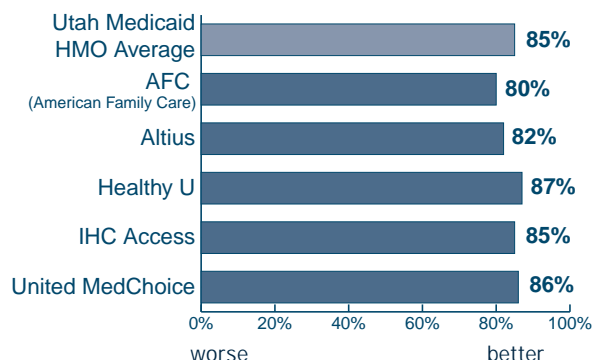
- 10% said they **had a small problem** getting needed health care.
- 3% said they **had a big problem** getting needed health care.

87% of Medicaid HMO members said they *did not* have a problem getting needed health care.

## Getting Care Without Delay

*Were there problems with delays in getting needed care while waiting for approval from your HMO?*

This graph shows the percent of Medicaid HMO members who said they **did not have a problem** with delays in getting needed care.



### Details of member responses for all Utah Medicaid HMOs:

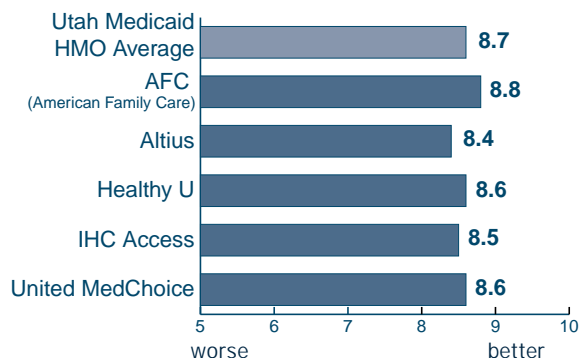
- 85% said they **did not have a problem** with delays in getting needed care (see top bar of graph).
- 11% said they **had a small problem** with delays in getting needed care.
- 4% said they **had a big problem** with delays in getting needed care.

85% of Medicaid HMO members said they *did not* have a problem with delays in getting needed care.

## Rating of Health Care Received

*How do you rate the health care you received on a scale of 0 to 10?*

This graph shows how Medicaid HMO members rated the health care they received on a scale of 0 to 10 (10 is the best possible).



### Details of member responses for all Utah Medicaid HMOs:

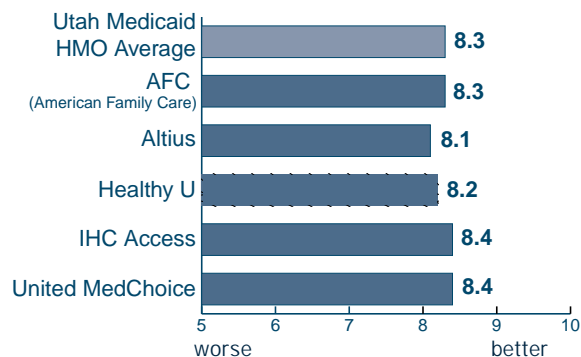
- 70% rated their health care **9 or 10**.
- 20% rated their health care **7 or 8**.
- 7% rated their health care **5 or 6**.
- 1% rated their health care **3 or 4**.
- 1% rated their health care **0, 1 or 2**.

The average Medicaid HMO member rated the health care received **8.7** on a scale of 0 to 10. (10 is the best possible.)

## Rating of HMO

*How do you rate your HMO on a scale of 0 to 10?*

This graph shows how Medicaid HMO members rated their HMO on a scale of 0 to 10 (10 is the best possible).



### Details of member responses for all Utah Medicaid HMOs:

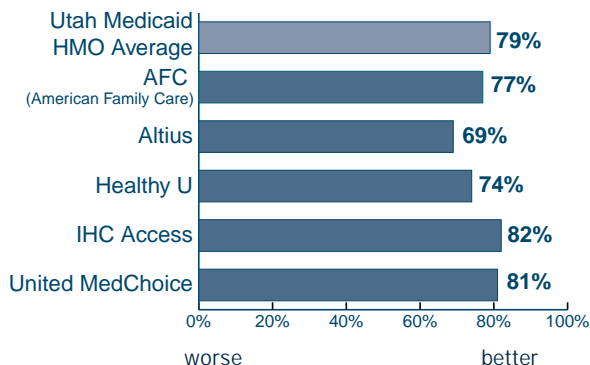
- 55% rated their HMO a **9 or 10**.
- 31% rated their HMO **7 or 8**.
- 10% rated their HMO **5 or 6**.
- 3% rated their HMO **3 or 4**.
- 1% rated their HMO **0, 1 or 2**.

The average Medicaid HMO member rated his/her HMO as **8.3** on a scale of 0 to 10. (10 is the best possible.)

## Satisfaction with HMO

*All things considered, how satisfied were you with your HMO?*

This graph shows the percent of Medicaid HMO members who said they were **completely or very satisfied** with their HMO.



### Details of member responses for all Utah Medicaid HMOs:

- 79% said they were **completely satisfied** or **very satisfied** with their HMO (see top bar of graph).
- 15% said they were **somewhat satisfied** with their HMO.
- 1% said they were **neither satisfied nor dissatisfied** with their HMO.
- 4% said they were **somewhat dissatisfied**, **very dissatisfied** or **completely dissatisfied** with their HMO.

**79% of Medicaid HMO members said they were completely or very satisfied with their HMO.**

The previous section came from what members of Utah Medicaid HMOs said about their HMO. This section comes from actual health care records about services received.

### HEDIS stands for Health Plan Employer Data and Information Set.

- You can use HEDIS to compare HMOs on how well they provide services that prevent illness.
- HEDIS is designed to compare HMOs in the United States. HMOs follow strict guidelines from HEDIS in reporting these health services. Independent auditors review and approve or reject the HMOs' reports.

	Cancer	Screening	Well Child Visits	
	Breast	Cervical	Child 3-6	Adolescent 12-20
Utah Medicaid HMO Average	47%	49%	50%	29%
Utah Non-Medicaid HMO Average	65%	61%	42%	21%
Altius/Pacificare	41%	29%	59%	28%
IHC Access	53%	60%	51%	36%
United MedChoice	40%	41%	44%	19%
US National Average	71%	71%		

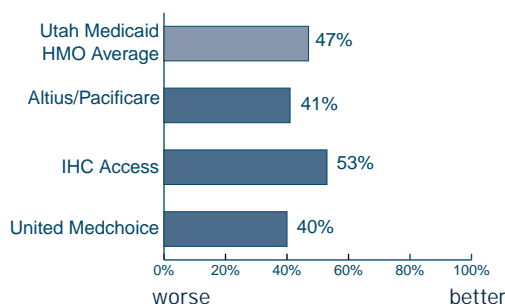
**Missing HMOs:** Information for 1997 was reported in late 1998. It is the most recent HEDIS information available. Healthy U and American Family Care began accepting Medicaid members in 1998 and do not have any 1997 HEDIS data to report.

Low scores may mean that the members did not want to have a test and may not mean that providers gave low quality care.

## Breast Cancer Screening

Percentage of women ages 52 through 69 in Utah Medicaid HMOs who had **mammograms** (breast x-rays) within the last two years

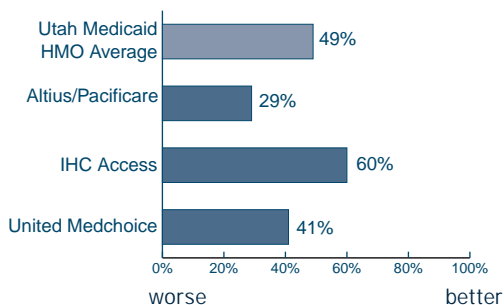
This graph shows that less than half of women patients in Utah Medicaid HMOs between the ages of 52 and 69 had mammograms. The rate was 65% in Utah Non-Medicaid HMOs within the last two years.



## Cervical Cancer Screening

Percentage of women ages 21 through 64 in Utah Medicaid HMOs who had a **Pap smear** (test for cervical cancer) within the last three years

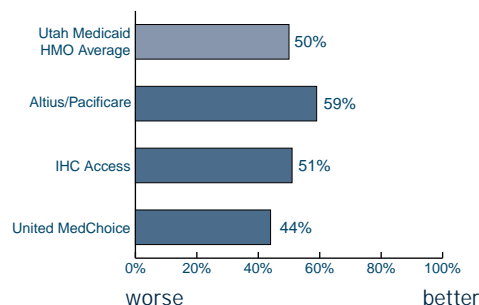
This graph shows that less than half of women patients in Medicaid HMOs in Utah had a Pap smear. The rate was 61% in Utah Non-Medicaid HMOs within the last three years. Current guidelines recommend that adult women have a Pap smear to screen for cervical cancer every three years. Early detection of the disease prevents deaths.



## Well-Child Visits for Children

Percentage of children ages 3 through 6 in Utah Medicaid HMOs who had at least one well-child check-up in 1997

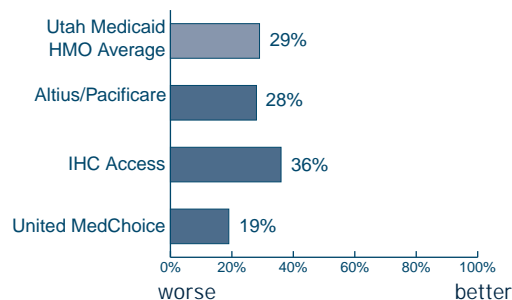
This graph shows that about half of children in Utah Medicaid HMOs had at least one well-child check-up in 1997. The rate was 42% in Utah Non-Medicaid HMOs. At a checkup, your child's doctor can update immunizations and track your child's growth and development. The American Academy of Pediatrics recommends yearly checkups for children from 3 to 6 years old. Medicaid HMOs pay for well-child exams (CHEC- Child Health Evaluation and Care) from birth through age 20.



## Adolescent Well-Care Visits

Percentage of adolescents, ages 12 through 20 in Utah Medicaid HMOs who had at least one check-up in 1997

Only 29% of adolescents in Utah Medicaid HMOs had a well-care visit in 1997. Only 21% of adolescents had a well-care visit in Utah Non-Medicaid HMOs. A well-care visit is a good way for your teens to get preventive care. The physician can also help you monitor the physical, emotional, and social development of your teen.





Which HMOs scored well based on information in this booklet?										
HMO Plan	Which HMO plans are available in your area?	Which HMOs include your doctor?	Getting the care you need	Getting care without delay	Rating of health care received	Rating of HMO	Satisfaction with HMO	HEDIS Women's Health	HEDIS Children's Access	
AFC (American Family Care)	Weber, Davis, Salt Lake & Utah									
Altius	Salt Lake, Davis									
Healthy U	Weber, Davis, Salt Lake & Utah									
IHC Access	Weber, Davis, Salt Lake & Utah									
United MedChoice	Weber, Davis, & Salt Lake									
More information on:										pg 13

Use this checklist to organize what you learn about different HMOs. This information can help you decide which HMO to choose.

HMO	Customer Service
AFC (American Family Care)	1-888-483-0760
Altius	801-323-6200 or 1-800-377-4161
Healthy U	1-888-271-5870
IHC Access	1-800-442-9023
United MedChoice	801-944-7010 or 1-800-401-0666

For information about choosing or changing your Medicaid HMO, call the Bureau of Managed Health Care at 801-538-6358 or your HPR (Health Program Representative).

**For more information about Medicaid Benefits not covered by HMOs call:**

**Medicaid Information Line**  
Pharmacy Information  
Dental Information  
Chiropractic Information  
Taxi, Flextrans (special approval needed)

**1-800-662-9651**  
**or 1-801-538-6155**

**Bus Passes** Call your eligibility worker

**For Mental Health Services call:**

**Davis County** - Davis Mental Health  
Bountiful Outpatient Clinic (24 hrs)  
Layton Outpatient Clinic (24 hrs)

801-451-7799  
801-298-3446  
801-773-7060

**Salt Lake County** - Valley Mental Health  
North Valley Clinic  
West Valley Clinic  
South Valley Clinic  
East Valley Clinic  
24 Hour Crisis Line

801-539-7000  
801-967-4405  
801-566-4423  
801-264-2315  
801-483-5444

**Utah County** - Wasatch Mental Health  
24 Hour Crisis Line

801-373-4760  
801-373-3793

**Weber County** - Weber Mental Health  
24 Hour Crisis Line

801-625-3700  
801-625-3700

**Utah Department of Health**

**Check Your Health Hotline**  
Health-related information and referral

1-888-222-2542  
M-F, 8 am - 5 pm

**Baby Your Baby Hotline**  
Prenatal and Child Health Care Info

1-800-826-9662  
M-F, 8 am - 5 pm

**CHIP**  
Children's Health Insurance Program

1-888-222-2542  
M-F, 8 am - 5 pm

**Immunize by Two**

1-800-275-0659  
M-F, 8 am - 5 pm



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